

To: Ball, Joel[ball.joel@epa.gov]; Rakicki Dennis (FCA)[dennis.rakicki@fcagroup.com]
Cc: Wojtkowicz Scott (FCA)[scott.wojtkowicz@fcagroup.com]
From: Mendrick Paul (FCA)
Sent: Fri 9/22/2017 2:43:34 PM
Subject: RE: Car

Joel,

I've looked over the claim and the dealer procedures that have been applied to this vehicle.

The last step in this Pcode procedure is to run a particulate filter regeneration.

We do have a LOP (Labor OPeration code) that is warrantable for 8/80 on the DPF regeneration.

The dealer should have used this code and covered the procedure under warranty.

The customer has/will be reimbursed for his incorrect denial.

Thanks,

Paul Mendrick

Manager Emission Certification and Compliance

FCA US LLC

CIMS 482-00-81

800 Chrysler Drive

Auburn Hills, MI 48326-7922

Telephone: +1 (248) 576- 5464

Telephone: +1 (248) 516- 8029 (cell)

Email: paul.mendrick@fcagroup.com



From: Ball, Joel [mailto:ball.joel@epa.gov]
Sent: Friday, September 08, 2017 8:23 AM
To: Rakicki Dennis (FCA) <dennis.rakicki@fcagroup.com>; Mendrick Paul (FCA) <paul.mendrick@fcagroup.com>
Cc: Wojtkowicz Scott (FCA) <scott.wojtkowicz@fcagroup.com>
Subject: FW: Car

Hi Dennis / Paul,

I was contacted by Mr. [Ex. 6 - Personal Privacy] the owner of a 2014 MY Jeep Grand Cherokee Diesel. His vehicle set a P2463 "Diesel Particulate Filter Restriction - Soot Accumulation" fault code. His vehicle is within the 8 year/80,000 mile Federal emissions warranty period which covers the DPF, however, when he brought his vehicle to the Jeep dealership for repair they charged him \$350 to perform regeneration procedures. See the attached documents.

It appears to me that Mr. [Ex. 6 - Personal Privacy] has a valid warranty claim. Can you please explain why this warranty claim was denied?

Best Regards,

Joel Ball
Light-Duty Vehicle Group
Compliance Division
United States Environmental Protection Agency
(734) 214-4238
ball.joel@epa.gov

From: **Ex. 6 - Personal Privacy**
Sent: Thursday, September 07, 2017 4:28 PM
To: Ball, Joel <ball.joel@epa.gov>
Subject: Fwd: Car

----- Forwarded message -----

From: **Ex. 6 - Personal Privacy**
Date: Sep 7, 2017 4:25 PM
Subject: Car
To: **Ex. 6 - Personal Privacy**
Cc:

Sent from my iPhone

To: Mendrick Paul (FCA)[paul.mendrick@fcagroup.com]; Rakicki Dennis (FCA)[dennis.rakicki@fcagroup.com]
Cc: Wojtkowicz Scott (FCA)[scott.wojtkowicz@fcagroup.com]
From: Ball, Joel
Sent: Fri 9/22/2017 4:16:13 PM
Subject: RE: Car

Thanks for looking into this.

Joel Ball
Light-Duty Vehicle Group
Compliance Division
United States Environmental Protection Agency
(734) 214-4238
ball.joel@epa.gov

From: Mendrick Paul (FCA) [mailto:paul.mendrick@fcagroup.com]
Sent: Friday, September 22, 2017 10:44 AM
To: Ball, Joel <ball.joel@epa.gov>; Rakicki Dennis (FCA) <dennis.rakicki@fcagroup.com>
Cc: Wojtkowicz Scott (FCA) <scott.wojtkowicz@fcagroup.com>
Subject: RE: Car

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Email: paul.mendrick@fcagroup.com



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Subject: Fwd: Car

----- Forwarded message -----

From: Ex. 6 - Personal Privacy
Date: Sep 7, 2017 4:25 PM
Subject: Car
To: Ex. 6 - Personal Privacy
Cc:

Sent from my iPhone

From: Woo, Karen@ARB
Location: HSL 110
Importance: Normal
Subject: FCA touch point
Start Date/Time: Tue 9/12/2017 8:00:00 PM
End Date/Time: Tue 9/12/2017 10:00:00 PM

;

Call in number

Ex. 6 - Personal Privacy

Participant Passcode

Ex. 6 - Personal Privacy

Leader CARB, El Monte

Ex. 6 - Personal Privacy

From: Woo, Karen@ARB
Location: HSL 110
Importance: Normal
Subject: FCA touch point
Categories: FCA
Start Date/Time: Tue 9/12/2017 8:00:00 PM
End Date/Time: Tue 9/12/2017 10:00:00 PM

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